



**DIVISION OF WORKFORCE SERVICES
RAPID RESPONSE
CUSTOMER SATISFACTION SURVEY
AREA: STATEWIDE**

Date: 01/01/2004 - 12/31/2004

Customer Satisfaction Survey System

Area: STATEWIDE

Date: 01/01/2004 - 12/31/2004

Rapid Response is an early intervention service offered to businesses and workers affected by layoff and/or plant closings, and the Division of Workforce Services Rapid Response Team coordinates the services. Rapid Response services are offered at no cost to the business or the participating employees. The Rapid Response team works with companies and employees during layoffs to provide information on dislocated worker services, job search, unemployment insurance benefits, training programs and other local, state and federal services.

Narrative Summary:

Below are responses from the Rapid Response Dislocated Worker Customer Satisfaction Surveys, which were disseminated at Rapid Response events. All of the questions and answers to this survey do not appear in the summary. Only questions and answers that were considered to be "highly relevant" to the evaluation of customer satisfaction for this activity, and ones that could provide additional relevant information, were included.

| Survey Question # | Question | Total Responses | (1) Total Understood not at all well Responses | (2) Total Understood somewhat well Responses | (3) Total Understood moderately well Responses | (4) Total Understood extremely well Responses | (5) Total Don't Know Responses |
|-------------------|--|-----------------|---|---|---|--|-----------------------------------|
| 1 | How well did presenters seem to understand your situation? | 3863 | 59 | 344 | 1234 | 2183 | 43 |
| Percentages | | | 2% | 9% | 32% | 57% | 1% |

| Survey Question # | Question | Total Responses | (1) Total Not nearly enough Responses | (2) Total Nearly enough Responses | (3) Total Just about enough Responses | (4) Total More than enough Responses |
|-------------------|---|-----------------|--|--------------------------------------|--|---|
| 2 | How many of your questions about services were answered during the presentation today | 3843 | 88 | 411 | 1915 | 1429 |
| Percentages | | | 2% | 11% | 50% | 37% |

| Survey Question # | Question | Total Responses | (1) Total Not familiar Responses | (2) Total somewhat familiar Responses | (3) Total Moderately familiar Responses | (4) Total Yes familiar Responses |
|-------------------|--|-----------------|-------------------------------------|--|--|-------------------------------------|
| 3 | If you have re-employment questions, do you know where to go for assistance? | 3868 | 26 | 360 | 1102 | 2380 |
| Percentages | | | 1% | 9% | 28% | 62% |

| Survey Question # | Question | Total Responses | (1) Total Not all helpful Responses | (2) Total Somewhat helpful Responses | (3) Total Moderately helpful Responses | (4) Total Extremely Responses | (5) Total Don't Know Responses |
|-------------------|--|-----------------|--|---|---|----------------------------------|-----------------------------------|
| 4 | How helpful do you consider the information and material presented to you? | 3867 | 19 | 271 | 1095 | 2457 | 25 |
| Percentages | | | 0% | 7% | 28% | 64% | 1% |

| Survey Question # | Question | Total Responses | (1) Total Not at all well Responses | (2) Total Somewhat well Responses | (3) Total Moderately well Responses | (4) Total Extremely well Responses |
|--------------------|---|-----------------|--|--------------------------------------|--|---------------------------------------|
| 5 | How well do you understand the services available to you after hearing the presentations? | 3860 | 32 | 561 | 2173 | 1094 |
| Percentages | | | 1% | 15% | 56% | 28% |

| Survey Question # | Question | Total Responses | (1) Total Much less anxious Responses | (2) Total A little less anxious Responses | (3) Total Somewhat less anxious Responses | (4) Total Just as anxious as I did before Responses |
|--------------------|--|-----------------|--|--|--|--|
| 6 | After attending the meeting, how did you feel about the circumstances you will face once you are laid off? | 3818 | 320 | 1004 | 1602 | 892 |
| Percentages | | | 8% | 26% | 42% | 23% |

Services Question Results:

Survey Questions #7: Of the services presented today, which of the following services would you be likely to use at your area one-stop Career center:

| Service | Total | Percentages | Service | Total | Percentages |
|--|-------|-------------|--|-------|-------------|
| Job seeking assistance / Unemployment Insurance Benefits | 3100 | 79% | Dislocated Worker Program Information | 2164 | 55% |
| If eligible, individualized career planning | 1438 | 37% | Access to job openings on the Internet | 1796 | 46% |
| Help in identifying career interests | 1417 | 36% | If eligible, access to interest/aptitude assessments | 919 | 24% |
| Resume writing assistance | 1278 | 33% | If eligible, training in high demand occupations | 1450 | 37% |
| G.E.D. information or other adult education | 698 | 18% | If needed, vocational rehabilitation services | 927 | 24% |
| Services of your local health department | 952 | 24% | Information on Pension & Health Benefits provided by U.S. Department of Labor (EBSA) | 1146 | 29% |

Overall Customer Satisfaction Survey Questions Results:

| Question: 8. Using the scale below, what is your overall satisfaction with the meeting and information provided to you today? | | | | | | | | | | | |
|---|----|----|----|----|-----|-----|-----|-----|-----|------|-----------------------------|
| Scale: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Did not receive any service |
| Total Responses: | 15 | 16 | 40 | 75 | 252 | 288 | 535 | 813 | 593 | 1162 | 4 |
| 3793 | | | | | | | | | | | |
| Percentages: | 0% | 0% | 1% | 2% | 7% | 8% | 14% | 21% | 16% | 31% | 0% |

| Question: 9. Considering all of the expectations you may have had about the meeting and information, to what extent have they met your expectations? | | | | | | | | | | | |
|--|----|----|----|----|-----|-----|-----|-----|-----|-----|-----------------------------|
| Scale: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Did not receive any service |
| Total Responses: | 16 | 25 | 49 | 81 | 287 | 314 | 546 | 857 | 772 | 804 | 3 |
| 3754 | | | | | | | | | | | |
| Percentages: | 0% | 1% | 1% | 2% | 8% | 8% | 15% | 23% | 21% | 21% | 0% |

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|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|------------------------------------|
| Question: 10. Now think of the ideal informational meeting for people in your circumstances. How well do you think this meeting compares with the ideal meeting? | | | | | | | | | | | |
| Scale: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Did not receive any service |
| Total Responses: | 17 | 19 | 47 | 92 | 277 | 323 | 545 | 810 | 703 | 906 | 1 |
| 3740 | | | | | | | | | | | |
| Percentages: | 0% | 1% | 1% | 2% | 7% | 9% | 15% | 22% | 19% | 24% | 0% |

Statistical Survey Results:

| Question 11. Age in years | | | | |
|---------------------------|-------------------------------------|-------------------|------------------|----------------|
| Total Responses | Age Range: less than or equal to 21 | Age Range: 22 -39 | Age Range: 40-54 | Age Range: 55+ |
| 3678 | 83 | 1465 | 1581 | 549 |
| Percentages | 2% | 40% | 43% | 15% |

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|------------------------|-------------|---------------|
| Question 12. Gender | | |
| Total Responses | Male | Female |
| 3747 | 1901 | 1846 |
| Percentages | 51% | 49% |

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|---|--------------|--------------------|------------------------|--------------|--------------------|
| Question 13: Highest Level of Education Completed | | | | | |
| Total Responses | 3712 | | | | |
| Education Level | Total | Percentages | Education Level | Total | Percentages |
| Less than high school diploma or G.E.D. | 343 | 9% | Bachelor's degree | 234 | 6% |
| High school diploma or G.E.D | 1654 | 45% | Some graduate studies | 56 | 2% |
| Some college or vocational training | 1123 | 30% | Graduate degree | 59 | 2% |
| Associate's degree | 243 | 7% | | | |

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|--|--------------|--------------------|--|
| Question 15: Years and months experience in the most recent job title? | | | |
| Total Responses | 3399 | | |
| Range | Total | Percentages | |
| Less than 2 years | 385 | 11% | |
| 2 years to 4 years and 11 months | 1038 | 31% | |
| 5 year to 9 years and 11 months | 835 | 25% | |
| 10 years to 14 years and 11 months | 422 | 12% | |
| 15 years to 19 years and 11 months | 256 | 8% | |
| 20 + years | 463 | 14% | |

| | | | |
|--|--------------|--------------------|--|
| Question 16: Years and months Industry Experience? | | | |
| Total Responses | 3465 | | |
| Range | Total | Percentages | |
| Less than 2 years | 160 | 5% | |
| 2 years to 4 years and 11 months | 690 | 20% | |
| 5 year to 9 years and 11 months | 818 | 24% | |
| 10 years to 14 years and 11 months | 538 | 16% | |
| 15 years to 19 years and 11 months | 343 | 10% | |
| 20 + years | 916 | 26% | |

| | | |
|---|------------|-----------|
| Question 17: Are you planning to retire (leave the workforce) as a result of this layoff? | | |
| Total Responses | Yes | No |
| 3650 | 246 | 3404 |
| Percentages | 7% | 93% |

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|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|------------------------------------|
| Question 18: Now think of the ideal informational meeting for people in your circumstances. How well do you think this meeting compares with the ideal meeting? | | | | | | | | | | | |
| Scale: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Did not receive any service |
| Total Responses: | 15 | 7 | 26 | 36 | 152 | 123 | 245 | 414 | 437 | 2231 | 1 |
| 3687 | | | | | | | | | | | |
| Percentages: | 0% | 0% | 1% | 1% | 4% | 3% | 7% | 11% | 12% | 61% | 0% |

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| Summary of Surveys | |
| Total Number of Surveys Distributed | 4458 |
| Total Number of Survey Responses | 3902 |
| Response Rate | 88% |

Summary of Rapid Response Events

| City | Company | Number Attended | Surveys Submitted | Profile Date for the Rapid Response Event |
|---------------|--------------------------------|-----------------|-------------------|---|
| RUSSELLVILLE | BOSCH JS TECHNOS CORPORATION | 56 | 55 | 01/07/2004 |
| SCOTTSVILLE | SUMITOMO | 89 | 86 | 02/04/2004 |
| SCOTTSVILLE | SUMITOMO | 47 | 40 | 02/05/2004 |
| ADAIRVILLE | AUBURN HOSIERY | 105 | 90 | 03/26/2004 |
| AUBURN | AUBURN HOSIERY | 43 | 36 | 03/26/2004 |
| BOWLING GREEN | OZBOURNE HESSEY LOGISTICS | 9 | 9 | 04/01/2004 |
| TOMPKINSVILLE | KENTUCKY APPAREL | 21 | 20 | 05/21/2004 |
| FRANKLIN | TYCO ELECTRONICS | 133 | 118 | 07/28/2004 |
| FRANKLIN | TYCO ELECTRONICS | 76 | 71 | 07/29/2004 |
| BOWLING GREEN | TOWER AUTOMOTIVE | 40 | 25 | 09/24/2004 |
| GEORGETOWN | HOOVER WIRE PRODUCTS | 102 | 100 | 02/04/2004 |
| GEORGETOWN | HOOVER WIRE PRODUCTS | 43 | 43 | 02/10/2004 |
| RICHMOND | SANMINA-SCI | 129 | 119 | 02/17/2004 |
| CARLISLE | JOCKEY INTERNATIONAL INC | 30 | 28 | 04/20/2004 |
| CARLISLE | JOCKEY INTERNATIONAL INC | 96 | 91 | 04/21/2004 |
| LEXINGTON | MICHAELS DISTRIBUTION CENTER | 117 | 113 | 04/22/2004 |
| GEORGETOWN | CARAUSTAR INC | 12 | 9 | 08/31/2004 |
| STEARNS | NORTH AMERICAN BAG | 68 | 68 | 06/24/2004 |
| STEARNS | NORTH AMERICAN BAG | 8 | 8 | 06/25/2004 |
| SOMERSET | CS INTERNATIONAL | 88 | 84 | 08/19/2004 |
| SOMERSET | WINN DIXIE STORE | 30 | 27 | 10/22/2004 |
| PAINTSVILLE | AMERICAN STANDARD | 114 | 112 | 01/22/2004 |
| PAINTSVILLE | AMERICAN STANDARD | 49 | 38 | 01/23/2004 |
| PIKEVILLE | SYKES | 127 | 123 | 03/09/2004 |
| PIKEVILLE | SYKES | 78 | 77 | 03/10/2004 |
| PIKEVILLE | SYKES | 23 | 21 | 03/11/2004 |
| HAZEL GREEN | WHITING MFG | 74 | 60 | 04/29/2004 |
| HAZEL GREEN | WHITING MFG | 18 | 12 | 04/30/2004 |
| BARBOURVILLE | WINN DIXIE | 22 | 17 | 10/05/2004 |
| JACKSON | WINN DIXIE | 32 | 26 | 11/10/2004 |
| MANCHESTER | WINN DIXIE | 24 | 24 | 11/19/2004 |
| HAZARD | WINN-DIXIE | 29 | 29 | 11/23/2004 |
| LOUISVILLE | FRITO LAY | 119 | 68 | 01/12/2004 |
| LOUISVILLE | LORD & TAYLOR | 13 | 13 | 01/13/2004 |
| LOUISVILLE | BANK OF AMERICA | 33 | 33 | 02/17/2004 |
| LOUISVILLE | BANK OF AMERICA | 19 | 17 | 02/18/2004 |
| EMINENCE | LOUISVILLE SAYDAH HOME FASHION | 88 | 76 | 03/10/2004 |
| LOUISVILLE | TEMPLE INLAND | 109 | 99 | 05/12/2004 |
| LOUISVILLE | WINN-DIXIE LOGISTICS | 112 | 101 | 06/16/2004 |
| LOUISVILLE | BROWN & WILLIAMSON TOBACCO | 80 | 79 | 07/12/2004 |
| LOUISVILLE | BROWN & WILLIAMSON TOBACCO | 86 | 86 | 07/13/2004 |
| LOUISVILLE | PEGASUS SATELLITE TELEVISION | 75 | 72 | 09/08/2004 |
| LOUISVILLE | PEGASUS SATELLITE TELEVISION | 89 | 81 | 09/09/2004 |
| LOUISVILLE | PEGASUS SATELLITE TELEVISION | 63 | 53 | 09/10/2004 |
| LOUISVILLE | FINANCIAL SERVICE SOLUTIONS | 144 | 120 | 12/09/2004 |
| LOUISVILLE | FINANCIAL SERVICE SOLUTIONS | 19 | 19 | 12/10/2004 |
| LOUISVILLE | SAINT GOBAIN CORHART | 116 | 80 | 12/17/2004 |
| HAWESVILLE | ALCOA AUTOMOTIVE | 97 | 90 | 04/28/2004 |
| HAWESVILLE | ALCOA | 87 | 79 | 04/29/2004 |
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